



PLACER COUNTY
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EDWARD N. BONNER
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STEPHEN L. D'ARCY
UNDERSHERIFF

PRESS RELEASE

Date/Time of Release: Wednesday, April 11, 2001
Date/Time of Occurrence April 8-14, 2001
Nature of Release Placer County Celebrates National Telecommunicators Week
Location of Release Placer County
Case Number -
Released by Dena Erwin, Community Services Officer, (530) 886-3592

SHERIFF EDWARD N. BONNER RELEASES THE FOLLOWING:

Most people think of public safety dispatchers as simply telephone operators, or the voice behind "Car 54, Where Are You?"

But today's public safety dispatchers have a much more complex – and critical – job. In 2000, Placer County Sheriff's dispatchers were responsible for receiving and dispatching about 200,000 calls for service. Not only did these men and women handle all emergency calls for the Sheriff's Department, but also all calls for 14 area fire districts, the towns of Colfax and Loomis, and other county agencies such as Animal Control.

The nearly quarter-million phone calls ranged from questions regarding road conditions to talking someone through CPR instruction, all while still processing radio traffic from officers in the field.

The tasks facing public safety dispatchers are considerable; they must be capable of multi-tasking, meaning they must do, hear and act on several things at the same time. The training for a new dispatcher takes one year, but the failure rate is high. Each dispatcher uses four computer monitors, two keyboards and three computer "mice."

The Placer County Sheriff's Department salutes its many public safety dispatchers during National Telecommunicators Week, April 8-14. Events include meals sponsored by the sheriff's administration and the Placer County Law Enforcement Chaplaincy; an ice cream social hosted by the Placer Public Employees Organization; and a barbecue hosted by area fire chiefs.

This and other press releases may be found at www.placer.ca.gov/sheriff/